



## **Mileage Money Process**



Virginia law allows for injured workers to be compensated for their travel expenses for trips to the doctor's office, therapy, and meetings with vocational rehab counselors. The insurance company will reimburse expenses for uncontested claims; they will not, however, reimburse expenses for contested claims until the claim is approved.

### **Follow the steps listed below to fill out the attached MILEAGE REIMBURSEMENT FORM and submit it for payment:**

- 1) Completely fill in the MILEAGE REIMBURSEMENT FORM (found under P:\Forms\Mileage, including the JCN#, Claim #, Date of Injury, and CLMT's name and address.
- 2) Fill in the FORM including the dates CLMT traveled: TRAVELED FROM information (including address), TRAVELED TO information (including address), and purpose of travel. Any BRIDGE TOLLS/PARKING/PUBLIC TRANSIT expenses should be attached and check the box "Do you have any additional transportation/travel expenses? (attach receipts)".
  - a. If you had to take a taxi or other form of public transportation you do not have to fill in the mileage amount; you can simply list the TRAVELED FROM and TRAVELED TO addresses and the cost of the taxi ride or bus ride but you MUST include CLMT's receipt.
- 3) "Claims for transportation/travel expenses must include medical documentation. Have you included medical documentation proof for each visit? (attach documentation)" and check the Yes box.

For any trips made or costs you are requesting reimbursement for, you MUST:

- a. Show that you were at the appointment – this can be done by getting a print out from your medical providers showing which days you were seen. The easiest document that shows you were actually seen by the medical provider is called a "bill payment history." *An appointment card is not sufficient proof to show that you were present for an appointment.*
- b. Show the total distance of travel that you are requesting – this is done by the MapQuest or GoogleMaps print out.

**REMEMBER: IN ORDER TO GET YOUR REIMBURSEMENT, YOU HAVE TO ACCOUNT FOR THE MONEY YOU ARE REQUESTING – THE INSURANCE COMPANY WILL NOT JUST TAKE YOUR WORD FOR IT!**

- 4) Sign the MILEAGE REIMBURSEMENT FORM at the bottom and attach all necessary documentation.
- 5) Keep a copy of the documents for yourself and send one copy to the insurance adjuster and, if applicable, send one copy to your attorney's office for your file. If the attorney's office needs to follow up on the progress of your mileage reimbursement, they will need a copy of the form and all of the documentation in order to do so.
- 6) If you have not received your mileage reimbursement check within 3 weeks, call your attorney's office and let them know. If you do not have an attorney working on your claim and have not received your mileage check, you can call the insurance adjuster directly.